



# Emergency Dispatch Center Consolidation Study

December 18, 2014

# Origin of the consolidation study:

- Engrossed Substitute Senate Bill (ESSB) 5024 (7)
- The Washington State Patrol (WSP) shall work with the State Interoperability Executive Committee (SIEC)
- Compile a list of recent studies; evaluating the potential savings and benefits of consolidating law enforcement and emergency dispatching centers
- As part of this study, the Washington State Patrol must look for potential efficiencies within state government and all studies must be taken into consideration in making recommendations to the committee.
- Report findings to the Joint Transportation Committee by December 1, 2014

# List of recent consolidation studies:

- **Pierce County - South Sound 911 (SS911)**
- **King County - GeoComm - E-911 Program Office**
- **Yakima County - Yakima Sheriff's Office (SUNCOM)**
- **Benton and Franklin County - Franklin County Sheriff's Office - Southeast Communications (SECOM)**
- **Jefferson County - Jefferson County Sheriff's Office – JEFCOM**
- **Clallam County - Clallam County Sheriff's Office - PENCOM**

# WSP consolidation background:

- The first WSP communications center was established in 1943, located in Olympia. WSP consolidated from 27 Communications Centers in 1983 to the existing 8 district headquarters communications centers by 1993.
- Consolidating (8) WSP Comm Centers into (3) locations:
  - ❑ Assumption: Build centers that would last until 2040

The locations were identified as:

1. Tacoma (w/ Vancouver & Bremerton)
  - 25 consoles/21.8K sq. ft.
2. Marysville (w/ Bellevue)
  - 18 consoles/ 19K sq. ft.
3. Yakima (w/ Spokane & Wenatchee)
  - 20 consoles/19.8K sq. ft.

# Consolidation Cost Estimates

	<u>Yakima</u>	<u>Marysville</u>	<u>Tacoma</u>
Land	\$329,300.00	\$2,500,000.00	\$1,000,000.00
Facilities	\$3,663,000.00	\$3,515,000.00	\$4,033,000.00
Comm. tower	\$175,000.00	\$175,000.00	\$175,000.00
Microwave hops	\$180,000.00	\$180,000.00	\$180,000.00
Added Staffing	\$287,196.00	\$391,716.00	234,936.00
Added Mgmt.	\$5,000.00	\$70,000.00	\$5,000.00
Recruit/Training	\$2,394,522.00	\$2,394,522.00	\$2,394,522.00
Telephone equip.	\$592,990.15	\$529,427.24	\$735,356.04
Leased data circ.	\$45,600.00	\$45,600.00	\$45,600.00
VoIP data network	\$250,000.00	\$250,000.00	\$250,000.00
Console positions	\$1,200,000.00	\$1,080,000.00	\$1,500,000.00
Infrastructure	\$267,359.76	\$267,359.76	\$268,487.26
Total	\$9,389,967.91	\$11,398,625.00	\$10,821,901.30

Total: \$31,610,494.21

# Consolidation Considerations:

- Increase staffing statewide
  - Add 10 COAs, 6 CO2s and create 3 CO5s.
- Decrease in Service Quality
- Significant Retention, Recruitment, and Training Issues
- Command and Control
- Land Availability
- Radio Coverage

# State agency consolidation findings:

- 1) Idaho: Consolidated in 1997 from 6 centers to 3 centers  
Consolidated in 2009 from 3 centers to 2 centers
- 2) Oregon: Consolidated 1993 from 26 centers to 4 centers  
Consolidated in 2003 from 4 centers to 2 centers
- 3) California: California's consolidation of communications centers was part of a consolidation of state agencies. Dispatch centers were consolidated from 40-25 throughout the state.
- 4) WSP: Consolidated in 1983 from 27 centers to 9, then again in 1993 down to the current 8.

# Dispatcher to Radio User/Officer Ratio's

<u>State</u>	<u>State Population*</u>	<u>State Land (square miles)*</u>	<u>Population per square mile*</u>	<u>Number of Dispatch Centers</u>	<u>Number of Radio Users</u>	<u>Number of Dispatchers</u>	<u>Current User Ratio</u>
Idaho	1,567,582	82,643	19	2	646	41	1:16
Oregon	3,831,074	95,988	40	2	622	66	1:9
California	37,253,956	155,779	239	24	8,000	337	1:24
Washington	6,724,540	66,456	101	8	2,688	167	1:16



# Out of state consolidation common lessons learned:

- The loss of qualified personnel who declined to relocate
- Loss of geographic knowledge
- Radio coverage limitations
- Redundancy

# Recommendation:

- **No further consolidation of WSP Emergency Communication Centers.**
  - Start up capital outlay costs for facilities, recruitment/training and equipment/technology are cost prohibitive and are not recouped through reduced operating and personnel costs
- **State could further evaluate potential efficiencies within state dispatch services with similar functions.**

# QUESTIONS?

*Presenter:*

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